

**LOKPAL OF INDIA**  
**[Plot No. 6, Institutional Area, Phase-II, Vasant Kunj]**  
**New Delhi**

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Complaint No. : 17/2023.  
Date : 8<sup>th</sup> February, 2023.  
**Coram** : **Justice Pradip Kumar Mohanty**  
**Hon'ble Acting Chairperson**

**Justice Abhilasha Kumari**  
**Judicial Member**

**Smt. Archana Ramasundaram**  
**Member**

**Shri Mahender Singh,**  
**Member.**

**Dr. Indrajeet P. Gautam**  
**Member**

**ORDER**

Perused the complaint.

2. This complaint is directed against an employee of the HDFC Bank, working as a Relationship Manager in the said Bank, in Samastipur, Bihar.

3. The complainant alleges that he has been cheated by the Relationship Manager, who has given him wrong information, in order to sell insurance to him.

4. The complaint is regarding a private Bank, therefore, the Full Bench of the Lokpal of India is not inclined to proceed further with the matter. It also appears that the complainant has filed proceedings under the Right to Information Act, 2005 (RTI Act) in this regard. The complainant can approach the higher authorities

of the said Bank or the authorities under the RTI Act, if he so desires, to redress his grievances.

5. Accordingly, the complaint is disposed of.

A handwritten signature in black ink, appearing to be 'Anand', located in the lower-left quadrant of the page.

/kv/